

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: <u>DHR15122995</u>	DATE POSTED: <u>03/08/22</u>
POSITION NO: <u>940499</u>	CLOSING DATE: <u>03/28/2022 by 5pm</u>
POSITION TITLE: <u>Child Support Regional Manager</u>	
DEPARTMENT NAME / WORKSITE: <u>Department of Child Support Services / Chinle, AZ</u>	
WORK DAYS: <u>M-F</u>	REGULAR FULL TIME: <input checked="" type="checkbox"/> GRADE/STEP: <u>BQ65A</u>
WORK HOURS: <u>40 hrs/wk</u>	PART TIME: <input type="checkbox"/> NO. OF HRS./WK.: <u> </u> \$ <u>49,318.56</u> PER ANNUM
SENSITIVE <input checked="" type="checkbox"/>	SEASONAL: <input type="checkbox"/> DURATION : <u> </u> \$ <u>23.62</u> PER HOUR
NON-SENSITIVE <input type="checkbox"/>	TEMPORARY: <input type="checkbox"/> <u> </u>

DUTIES AND RESPONSIBILITIES:

PROFESSIONAL AT WILL Under the general supervision, performs work of moderate difficulty in managing, coordinating and administering resources, operation activities and supervision of staff in a regional office; plans, organizes activities, develops and implements program plans; ensures compliance with applicable policies, procedures and mandates, establish and maintain work standards, reviews and recommends proposed policies procedures, and guidelines; evaluate staff performance, quality control; takes disciplinary action when necessary; monitors annual security awareness recertification; participates in development of program budget; develop and implement staff training plans; prepares complex financial calculation for audit and reporting; coordinates application of court orders and negotiated agreements; manages case assignments and work assignments; review workflow and process service packets; reviews and evaluates cases for accuracy according to applicable regulations; assists/coordinates case staffing and legal matter with Department of Justice (DOJ) including recommending cases for hearing dockets; reviews Notice of Public Assignment (NPA), reviews orders for correction; serves as liaison with staff and management, reviews techniques/problem areas; attends meetings/work groups; may be assigned projects.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- A Bachelor's Degree in Human Service, Social Work, Sociology, Guidance and Counseling or a closely related field; and three (3) years of experience performing child support activities, two (2) years of which must have been in the supervisory capacity; or an equivalent combination of education and experience.

Special Requirements:

- A favorable background investigation.
- Possess a valid state driver's license.

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

Knowledge of federal, state and tribal laws, and departmental child support policies; legal codes, court procedures, precedents, executive orders, and agency rule; the Child Support Enforcement Act, Navajo Nation Child Support Guidelines, the administrative tribunal process, the Navajo Nation Privacy Act and the Health Insurance Portability and Accountability Act; interviewing techniques/methods for obtaining/communicating information; principles and processes for providing customer services, including customer needs assessment, and quality standards for services; training and supervisory techniques; computer hardware/software, including applications and programs. Skill in using logic and reasoning to identify the strengths/weaknesses of alternative solutions, conclusions or approaches to problems; considering the relative costs and benefits of potential actions and selecting the most appropriate one; understanding the implications of new information for both current and future problem solving/decision-making; applying judgment in the release of and safeguarding confidential information; basic accounting/time management. Ability to instruct, direct and evaluate employees; interpret policies, procedures, laws, rules and regulation; conduct investigations; to effectively communicate with others, both verbally and in writing.

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.